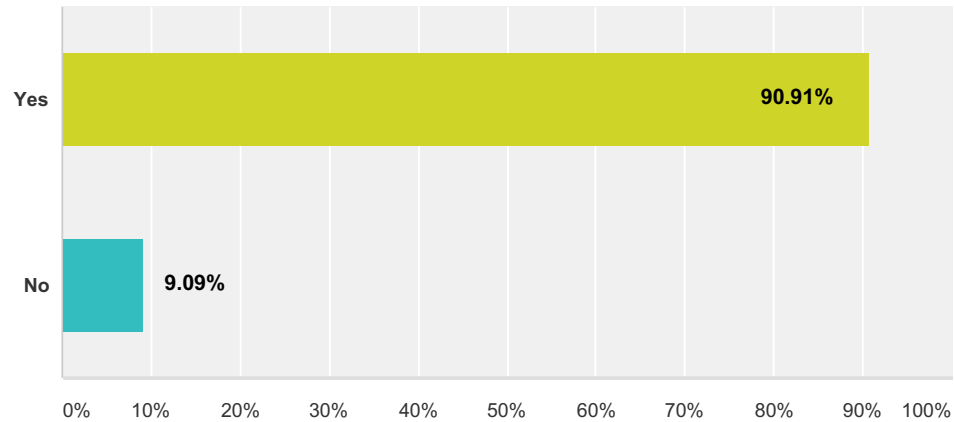


# 2014/15 VR Client Satisfaction Survey

## Q1 Are you currently employed?

Answered: 66 Skipped: 0



Answer Choices	Responses
Yes	90.91% 60
No	9.09% 6
<b>Total</b>	<b>66</b>

#	If yes, where?	Date
1	HyVee	9/29/2015 2:31 PM
2	Central Specialties, Inc.	9/29/2015 2:13 PM
3	Helget Gas	9/29/2015 1:41 PM
4	Omaha Public Schools - TAC	9/22/2015 4:31 PM
5	Securitas	9/22/2015 4:09 PM
6	Blackhills Workshop/OPC Services	9/15/2015 2:59 PM
7	Freddy's	9/10/2015 11:37 AM
8	Omaha School's Foundation	9/10/2015 11:18 AM
9	Prairie Life Fitness and Westwood Cinema	9/2/2015 3:45 PM

## 2014/15 VR Client Satisfaction Survey

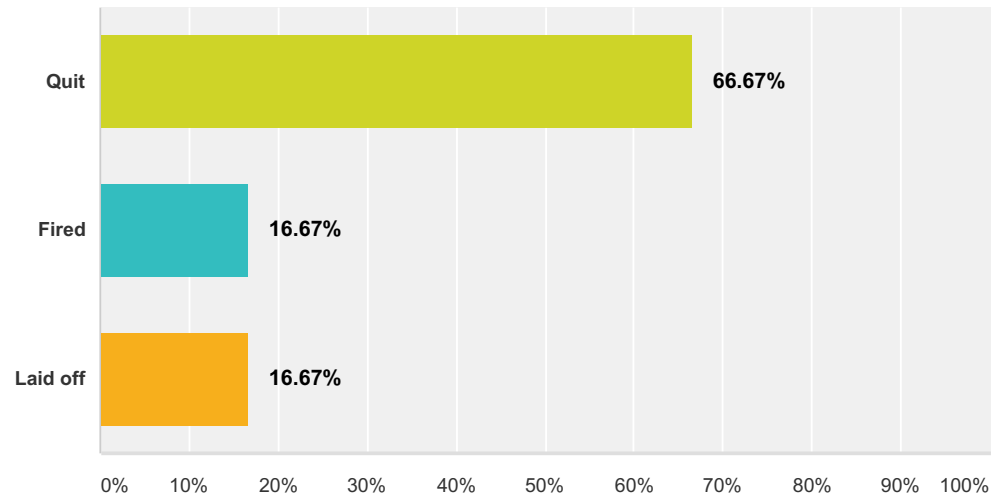
10	HyVee	9/1/2015 1:32 PM
11	Walmart	8/26/2015 1:30 PM
12	O'Reilly's	8/26/2015 12:53 PM
13	Allied Foods	8/21/2015 11:11 AM
14	Walmart	8/20/2015 12:57 PM
15	Johnny's Steakhouse	8/11/2015 3:57 PM
16	Marriott	8/5/2015 2:13 PM
17	Walmart	8/3/2015 3:20 PM
18	Self employed web site	8/3/2015 12:20 PM
19	American Red Cross	7/24/2015 10:39 AM
20	Norfolk Regional Center	7/23/2015 3:25 PM
21	Hangar Prosthetics	7/23/2015 3:04 PM
22	Aksarben Heating & Air	7/23/2015 1:34 PM
23	McDonald's	7/21/2015 4:17 PM
24	Midwest Maintenance	7/21/2015 4:00 PM
25	Boy and Girls Club	7/21/2015 3:01 PM
26	Walmart	7/20/2015 1:43 PM
27	HyVee	7/20/2015 1:06 PM
28	HyVee	7/17/2015 11:37 AM
29	Seldin Company	7/17/2015 10:14 AM
30	Bimbo Bakery	7/13/2015 11:32 AM
31	Creighton University	7/9/2015 11:21 AM
32	Sheraton	6/19/2015 4:04 PM
33	Goodwill Industries	6/19/2015 3:48 PM
34	Dairy Queen	6/19/2015 1:04 PM
35	Hy-Vee	6/2/2015 5:14 PM
36	Marshalls	5/28/2015 3:48 PM
37	Pacific Springs Village	5/20/2015 4:21 PM
38	Sol's Jewelry and Loan	4/21/2015 4:01 PM

## 2014/15 VR Client Satisfaction Survey

39	West Corporation	4/17/2015 4:12 PM
40	J Lodge	3/3/2015 11:28 AM
41	Uber	1/20/2015 1:25 PM
42	Bickford Assisted Living	12/31/2014 11:48 AM
43	Millard Public Schools	12/30/2014 2:43 PM
44	Market Source	12/26/2014 12:20 PM
45	Panera Bread	12/16/2014 10:36 AM
46	Steamliner Credit Union	12/16/2014 9:57 AM
47	Kelloggs	12/12/2014 4:08 PM
48	Wheatfields	12/9/2014 4:25 PM
49	Hy-Vee	12/8/2014 3:54 PM
50	AbilityOne Goodwill	12/8/2014 3:41 PM
51	Primrose School of Legacy	11/26/2014 5:01 PM
52	Midwest Rebar Services	11/18/2014 12:32 PM
53	Hilton Hotels	11/10/2014 2:39 PM
54	Home Depot	11/3/2014 4:27 PM
55	Children's Square & Archdiocese of Omaha	11/3/2014 3:51 PM
56	Millard Roadhouse	10/24/2014 11:17 AM
57	Stan Olsen	10/22/2014 10:31 AM
58	Nelnet	10/20/2014 1:37 PM
59	Seldin Company	10/13/2014 10:25 AM
60	Nebraska Skilled Nursing & Rehab	10/6/2014 3:17 PM

## Q2 If not, did you quit, were you fired or laid off?

Answered: 6 Skipped: 60

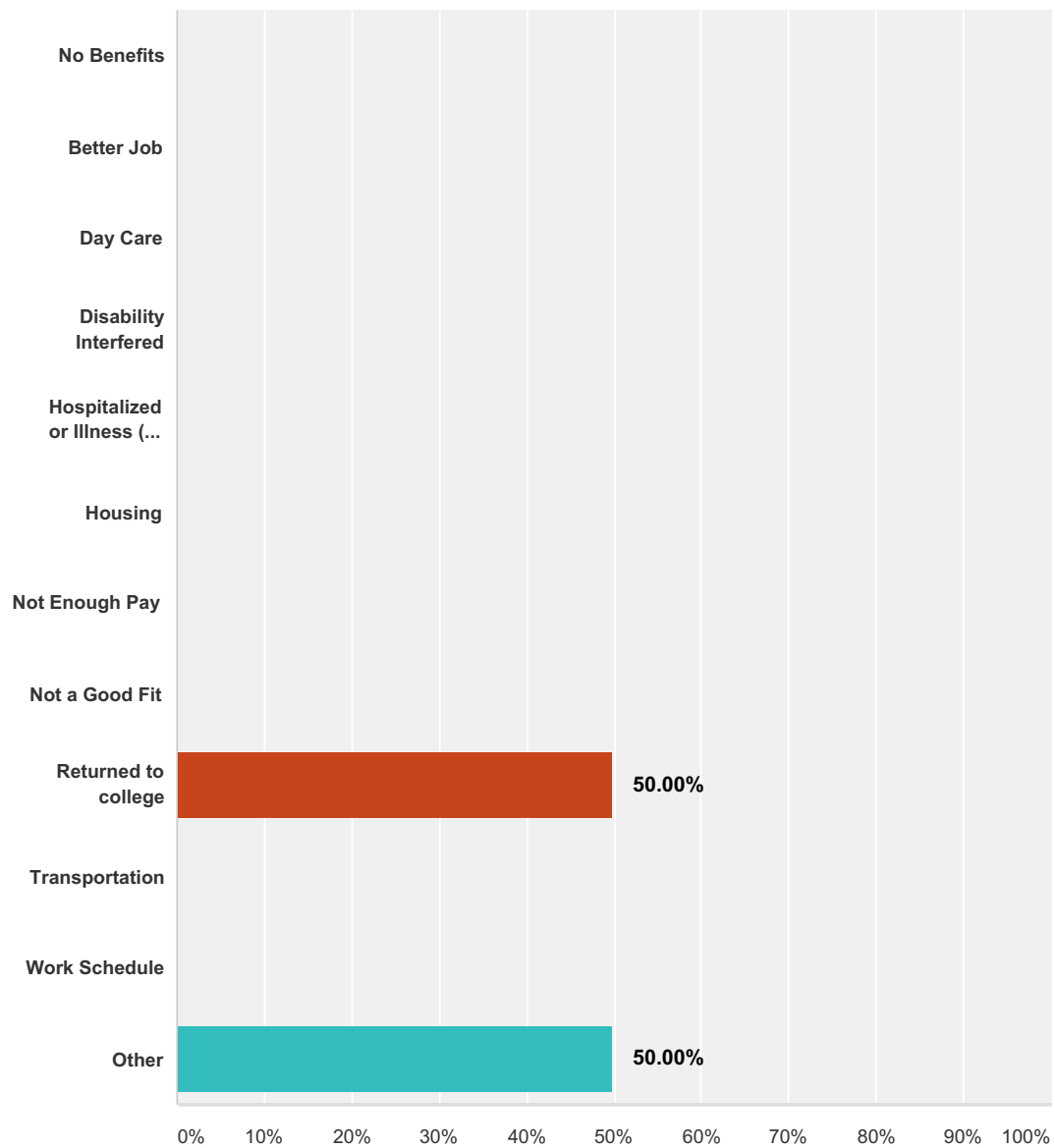


Answer Choices	Responses
Quit	66.67% 4
Fired	16.67% 1
Laid off	16.67% 1
<b>Total</b>	<b>6</b>

**Q3 Can you tell me why you ( quit, were fired, were laid off)?**

Answered: 6 Skipped: 60

## 2014/15 VR Client Satisfaction Survey



Answer Choices	Responses
No Benefits	0.00% 0
Better Job	0.00% 0

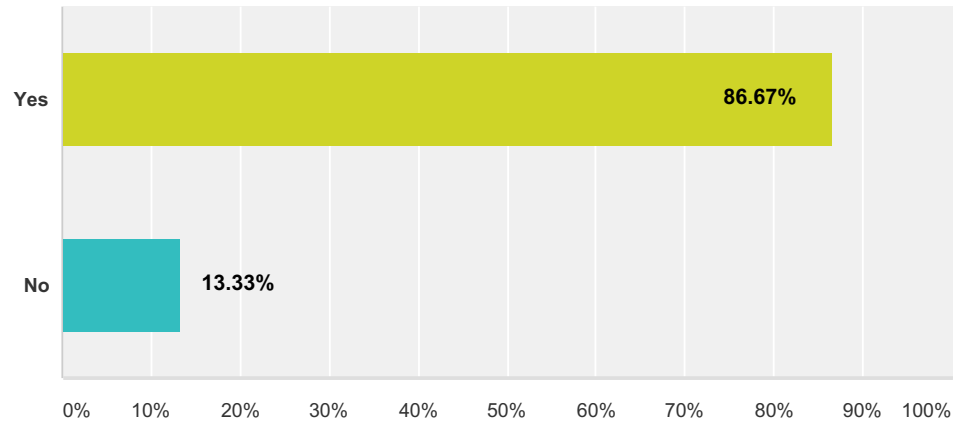
## 2014/15 VR Client Satisfaction Survey

Day Care	0.00%	0
Disability Interfered	0.00%	0
Hospitalized or Illness (Not disability related)	0.00%	0
Housing	0.00%	0
Not Enough Pay	0.00%	0
Not a Good Fit	0.00%	0
Returned to college	50.00%	3
Transportation	0.00%	0
Work Schedule	0.00%	0
Other	50.00%	3
<b>Total</b>		<b>6</b>

#	Specify Other Reason	Date
1	Relocated to Oregon to obtain her Master's	9/3/2015 11:36 AM
2	His guardian said that she didn't know of any particular problems he was having at work, she said that he just stopped going.	8/12/2015 2:08 PM
3	It was a temporary position and the company sold out to another company. When the new company took over all of the temps were let go.	7/16/2015 11:16 AM
4	Several warnings and a customer complaint.	12/30/2014 4:27 PM

## Q4 Does your job meet your current needs?

Answered: 60 Skipped: 6

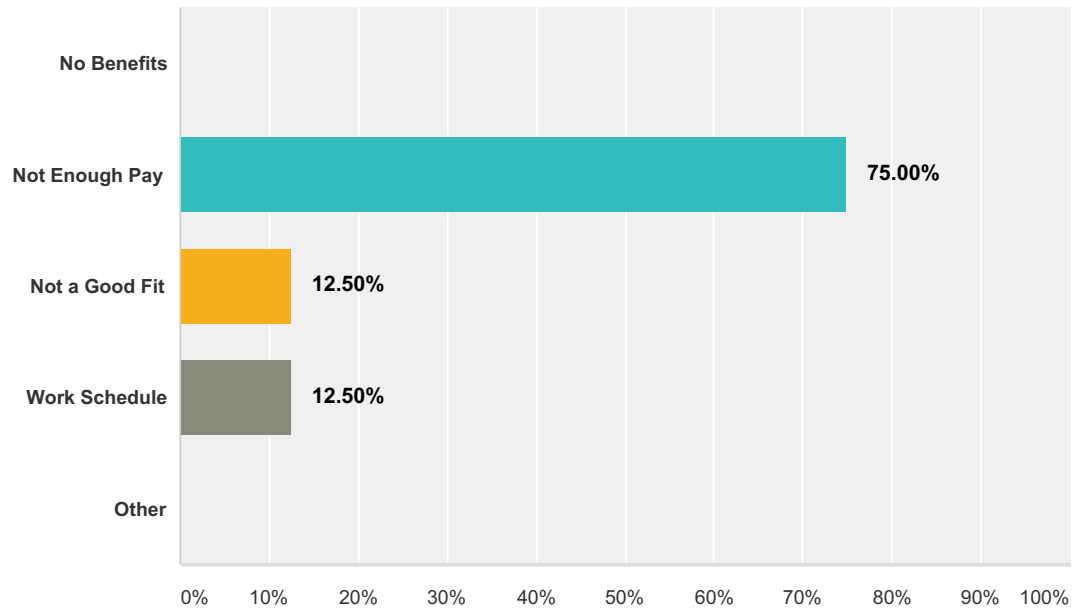


Answer Choices	Responses	
Yes	86.67%	52
No	13.33%	8
Total		60



## Q5 If no, what needs are not being met by your job?

Answered: 8 Skipped: 58



Answer Choices	Responses
No Benefits	0.00% 0
Not Enough Pay	75.00% 6
Not a Good Fit	12.50% 1
Work Schedule	12.50% 1
Other	0.00% 0
<b>Total</b>	<b>8</b>

#	Specify Other Reason	Date
	There are no responses.	

## 2014/15 VR Client Satisfaction Survey

### Q6 What did Nebraska VR provide that was most helpful to you?

Answered: 62 Skipped: 4

#	Responses	Date
1	Received survey. Updated employment information. No other information included.	9/29/2015 2:31 PM
2	Received survey. "I really appreciate the help given me to go to CDL school. My life has definitely changed for the better in all aspects. God Bless you all." Updated employment.	9/29/2015 2:13 PM
3	"VR showed me I didn't have to stick with construction my whole life. I have back problems. Gave me direction to go into a different trade."	9/29/2015 1:42 PM
4	Loves his new job. VR has helped him in the past with job leads and resumes.	9/22/2015 4:31 PM
5	VR has paid for classes to obtain his G.E.D. He's got 2 classes left and then will take the G.E.D. exam. Job is good.	9/22/2015 4:10 PM
6	VR helped him with his resume and job leads.	9/15/2015 3:00 PM
7	VR has given her a tremendous amount of support.	9/10/2015 11:38 AM
8	VR assisted Janet in obtaining her hearing aids.	9/10/2015 11:19 AM
9	VR helped Ryley stay on target to achieve her academic goals. VR assisted financially with school. Riley has moved to Oregon to get her Master's in Art Therapy.	9/3/2015 11:36 AM
10	I spoke with mom. "VR walked Peter through each step to get a job at Hy-Vee. VR had a job coach on the job with Peter showing him how to do his work. Lindsay monitored his progress and there were several other people involved. We are so thankful for VR & HyVee. Peter can work." VR HAD TOLD HER IN AUGUST, 2014 THAT MARCH OF DIMES WAS GOING TO CALL. She has not heard from them. I told her VR would call her. The home phone is the better phone to use. She's at work 20 hours a week. Verified address.	9/1/2015 1:32 PM
11	"VR helped Bre build her confidence. They helped her with resumes, applications and job apps"	8/26/2015 1:31 PM
12	I spoke with mom. VR couldn't assist Robert because he didn't put the time and effort toward the resources he was offered.	8/26/2015 12:54 PM
13	VR assisted with creating his resume.	8/21/2015 11:11 AM
14	"VR instructed and encouraged my son to apply for a job"	8/20/2015 12:58 PM
15	"It so so helpful meeting with Susan or Kristin each week"	8/11/2015 4:00 PM
16	They bought me a lift for my home.	8/5/2015 2:14 PM
17	He had a representative to assist him with the application.	8/3/2015 3:21 PM
18	Focusing on job leads.	8/3/2015 12:22 PM
19	Accommodations for her leg pain	7/24/2015 10:39 AM
20	Caseworker fine tuned my resume. Interview suggestions	7/23/2015 3:27 PM

## 2014/15 VR Client Satisfaction Survey

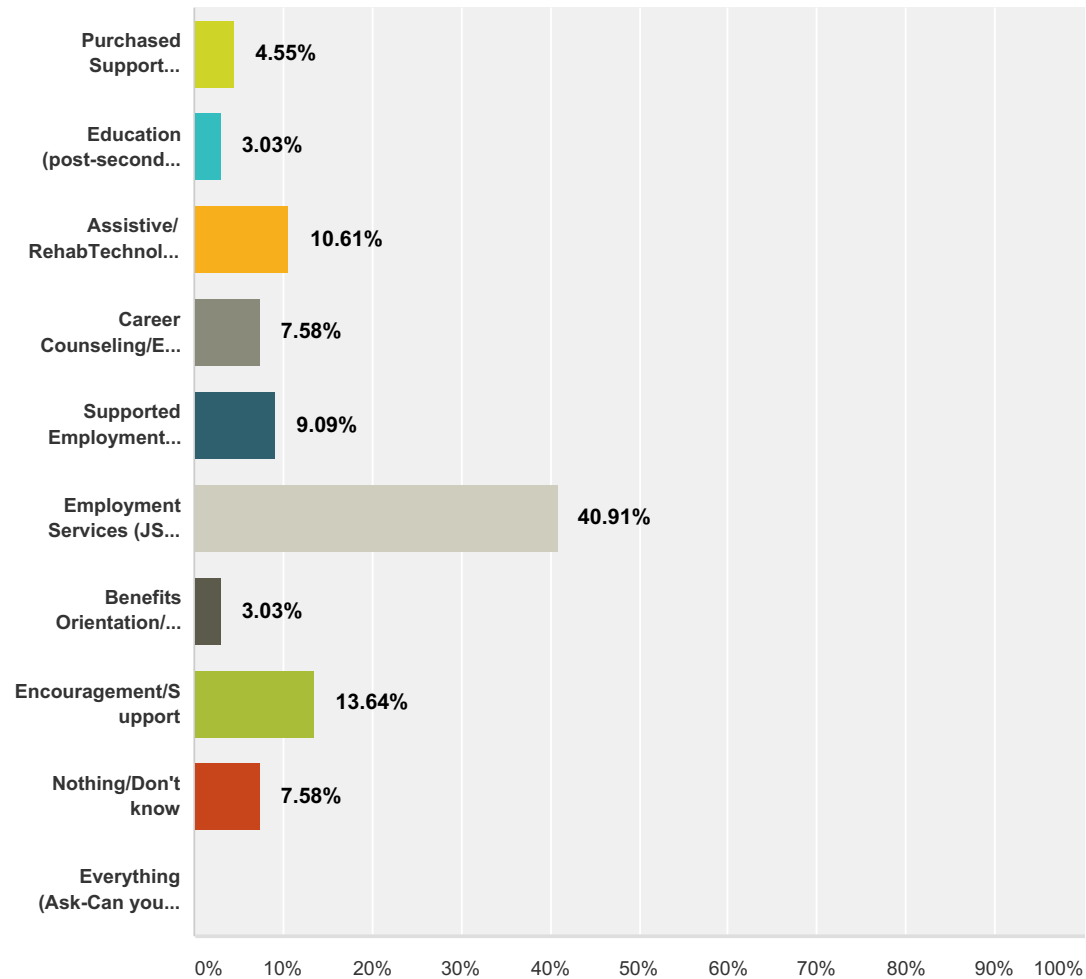
21	I was able to retain my job because of the hearing aids VR assisted me with.	7/23/2015 3:05 PM
22	Assisting in obtaining hearing aids.	7/23/2015 1:34 PM
23	He was in the Milestone Program with V.R. and the also helped him with benefits and a BS&A	7/21/2015 4:18 PM
24	They helped me find a job	7/21/2015 4:01 PM
25	They bought me some interview clothes	7/21/2015 3:01 PM
26	Job leads, orientation	7/20/2015 1:06 PM
27	Assisted me in applying on-line and hard copy. Interview prep	7/17/2015 11:38 AM
28	They helped me get hearing aids. I can hear wonderful now.	7/17/2015 10:15 AM
29	"V.R. was great. They gave me a lot of confidence, and they helped me with my social security benefit questions."	7/13/2015 11:33 AM
30	They helped me to understand what would be a good job for me. Every time that I worked with VR I ended up with a job.	7/9/2015 11:22 AM
31	"V.R. helped me with everything. They provided me with resources, support, job coaching, mock interviewing, gas, they called for reference checks on me to see what would come back. They did everything, I'm so thankful."	6/19/2015 4:05 PM
32	they helped me find a job	6/19/2015 3:48 PM
33	"Nothing really. I went to part of the orientation and then I found my job."	6/19/2015 1:04 PM
34	They talked to me about Social Security benefits and also provided me with a few things to help me do my job better.	6/2/2015 5:15 PM
35	Getting my resume together	5/28/2015 3:48 PM
36	They helped put us in the right direction	5/20/2015 4:21 PM
37	Getting resume together	4/21/2015 4:02 PM
38	Hearings aids most helpful. Also, the job search.	4/17/2015 4:14 PM
39	told me about the job at J Lodge	3/3/2015 11:29 AM
40	They purchased a hand control for my car and a wheelchair that I can disassemble	1/20/2015 1:26 PM
41	Paid for C.N.A. and Medication Aide classes. Without that help, consumer would not be working where they are today.	12/31/2014 11:49 AM
42	Helped with consumer's resume and scheduled interviews for consumer. Consumer's family really misses working with Elizabeth.	12/30/2014 4:29 PM
43	Helped finance consumer's Bioness equipment.	12/30/2014 2:44 PM
44	Resume building and some networking.	12/26/2014 12:21 PM
45	Couldn't remember she said that it had been a while, but they were helpful, "Very, very helpful."	12/16/2014 10:37 AM
46	They helped with job searching	12/16/2014 9:58 AM
47	Clothes.	12/12/2014 4:08 PM
48	they helped him get the job.	12/9/2014 4:25 PM
49	Unknown. I spoke to the client's brother and he was unclear as to what help V.R. might have provided most recently.	12/8/2014 3:54 PM

## 2014/15 VR Client Satisfaction Survey

50	Job placement	12/8/2014 3:42 PM
51	Just looking up jobs for consumer.	12/5/2014 3:51 PM
52	Guidance to getting consumer's first job and helping consumer along the way with driving. Also, guiding consumer down a possible career path.	12/3/2014 2:17 PM
53	Assistance on keeping up with consumer on their job search; always offering help if they needed it.	11/26/2014 5:02 PM
54	Vehicle modification and ergonomics at the office.	11/18/2014 12:32 PM
55	Assisting consumer with locating a job.	11/10/2014 2:40 PM
56	Made consumer realize to not quit a job before another job is lined up.	11/3/2014 4:29 PM
57	Helped with job leads and connected consumer with Community Alliance.	11/3/2014 3:53 PM
58	Helped consumer get a job.	10/24/2014 11:17 AM
59	Opened consumer's view on what was out there that they did not know about and taught consumer things about applying for jobs that they did not know.	10/22/2014 10:33 AM
60	Getting a job that the consumer can go to work and not be in so much pain while working.	10/20/2014 1:37 PM
61	All the information and help in explaining things and processes.	10/13/2014 10:26 AM
62	Treated consumer like everybody else.	10/6/2014 3:18 PM

## Q7 Mark the category the client indicated was the most helpful.

Answered: 66 Skipped: 0



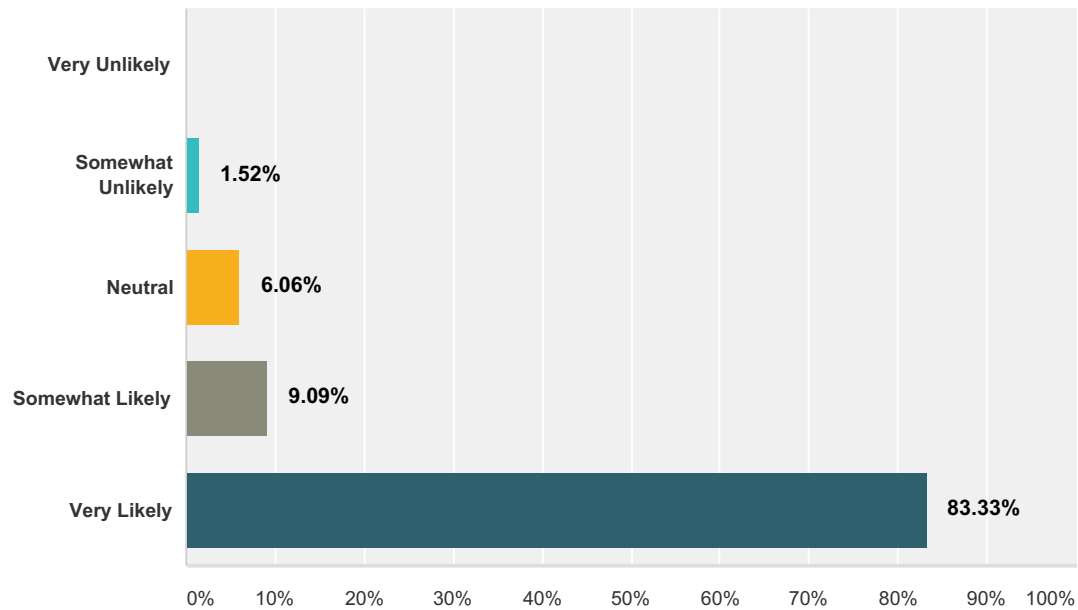
Answer Choices	Responses	
Purchased Support Services (clothing, gas, bus tickets, auto repair, interpreter, etc.)	4.55%	3

## 2014/15 VR Client Satisfaction Survey

Education (post-secondary training)	3.03%	2
Assistive/ RehabTechnology (Assistive device, hearing aids, prosthesis, medical goods, home/vehicle mods)	10.61%	7
Career Counseling/Evaluation (Career planning, vocational evaluation, etc.)	7.58%	5
Supported Employment (Goodwill, Community Alliance, DD Provider, Autism Center of Nebraska, etc. )	9.09%	6
Employment Services (JSS, application/resume assistance, interview prep, advocating with employers, etc.)	40.91%	27
Benefits Orientation/Benefits Analysis	3.03%	2
Encouragement/Support	13.64%	9
Nothing/Don't know	7.58%	5
Everything (Ask-Can you be more specific?)	0.00%	0
<b>Total</b>		<b>66</b>

## Q8 How likely are you to recommend Vocational Rehabilitation to a friend or family member?

Answered: 66 Skipped: 0



Answer Choices	Responses	
Very Unlikely	0.00%	0
Somewhat Unlikely	1.52%	1
Neutral	6.06%	4
Somewhat Likely	9.09%	6
Very Likely	83.33%	55
<b>Total</b>		<b>66</b>

**Q9 Please share any other comments or suggestions you may have.**

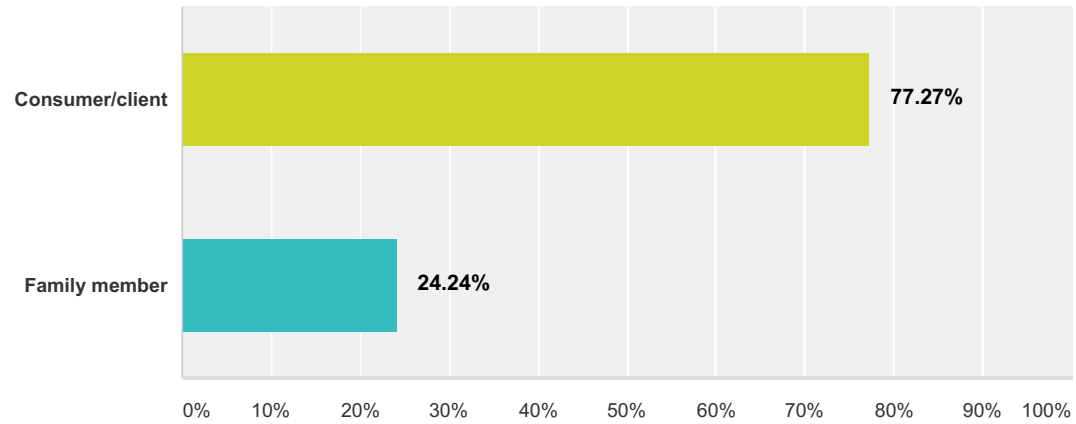
Answered: 9 Skipped: 57

#	Responses	Date
1	"I was very happy with the services we received from V.R. and also the Autism Center of Nebraska."	9/2/2015 3:46 PM
2	Very happy	7/21/2015 4:01 PM
3	VR does a good job	7/20/2015 1:07 PM
4	"Susan at VR did a good job, she works very hard, but the system does not work for people like me."	7/16/2015 11:17 AM
5	Very happy with services received	7/9/2015 11:22 AM
6	"Please tell V.R. thank you again for me, I am so grateful."	6/19/2015 4:06 PM
7	Very helpful	6/2/2015 5:15 PM
8	they were very, very, helpful.	12/16/2014 10:37 AM
9	Very happy with VR services	12/16/2014 9:58 AM



## Q10 Who did you talk with?

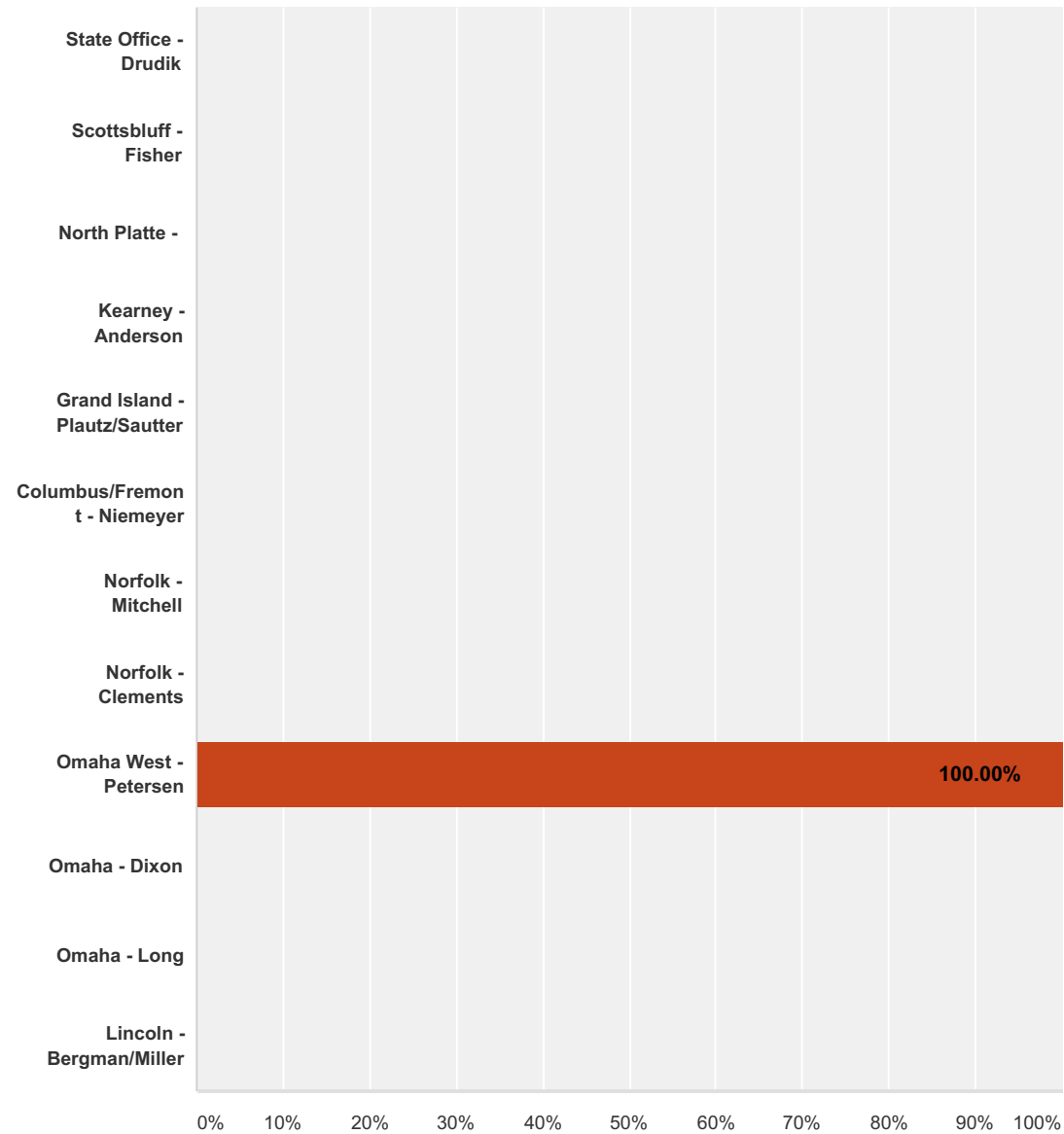
Answered: 66 Skipped: 0



Answer Choices	Responses	
Consumer/client	77.27%	51
Family member	24.24%	16
Total Respondents: 66		

### Q11 Which VR Team served this client?

Answered: 66 Skipped: 0



## 2014/15 VR Client Satisfaction Survey

Answer Choices	Responses
State Office - Drudik	0.00% 0
Scottsbluff - Fisher	0.00% 0
North Platte -	0.00% 0
Kearney - Anderson	0.00% 0
Grand Island - Plautz/Sautter	0.00% 0
Columbus/Fremont - Niemeyer	0.00% 0
Norfolk - Mitchell	0.00% 0
Norfolk - Clements	0.00% 0
Omaha West - Petersen	100.00% 66
Omaha - Dixon	0.00% 0
Omaha - Long	0.00% 0
Lincoln - Bergman/Miller	0.00% 0
<b>Total</b>	<b>66</b>